

**Request for Proposals: Workers Compensation Claims  
Administration and Cost Containment Services  
#OWC03-1**

**Issued January 31, 2003**

**ADDENDUM 1**

**Issued February 20, 2003**

**This Addendum is issued in response to questions asked or submitted by offerors.**

**Please note that an attendance roster of the pre-proposal conference is attached at the end of this addendum.**

**Questions and Answers:**

1. What company currently is providing these services? How long have they had the contract? Why are you putting it out to bid? Is it because of some requirements that you have to put it out every 3 to 5 years?

Answer – Managed Care Innovations is the current Contractor. They have had the contract for 5 years. Under the Virginia Procurement Act, all contracts are required to go out for procurement on a regular basis.

2. Regarding actuarial reports, will the bidders have access to any actuary reports such as lost information and things of that sort?

Answer – Yes. A CD containing FY2002 actuarial charts and the Actuarial Report (listing every claim received) will be sent upon request at no charge. Contact Bill Gregory to receive the CD.

3. Clarify the issue of settlement authority and payment authority in 3.4.16 Statement of Needs. Generally speaking, will the contractor be able to issue payments for any non-contested claims?

Answer –The Contractor will have \$0 settlement authority. All settlement requests will require review by the Purchasing Agency and are subject to the approval of the Office of the Attorney General, the Governor (if they are \$50,000 and over) and the Workers' Compensation Commission. Because the Commonwealth is self-insured for disability retirement benefits and disability retirees' health insurance, settlements are quite infrequent.

Generally speaking the contractor will have delegated authority on a per check basis as outlined in the RFP for medical and indemnity benefits.

4. Please expound on the limited funds available under section 3.4.16. Also what is the waiting period for payment of claims?

Answer –The Workers' Compensation Program is funded on a cash flow basis. The Contractor is responsible for the payment of all claims in accordance with timeframes established in the RFP, the Contractor's response, state prompt payment guidelines, and the Virginia Workers' Compensation Act.

5. Could you expound on the training and education expectations in section 3.23? Do you look to the contractor to provide that training? Can you provide a list of that training schedule for this year? Are we correct in assuming that the training is not totally provided by the contractor but by working in tandem with employers?

Answer - Attachment 2 provides training information for the last few years. It is broken down by scheduled annual training and client specific training. Typically client specific training results out of agency requests or out of loss control surveys or Benchmark Analysis Review Recommendations conducted by the Contractor's loss control staff. Additionally the Purchasing Agency has an Annual Safety Day during the month of May. The Contractor provides training during Safety Day (a one day conference for state agency loss control and HR professionals (attendance is in the range of 150 to 250 attendees) and locates additional resources as needed based upon the conference agenda. The Contractor will be expected to provide all loss control training and claims administration training during the contract period. For the period of July 1, 2003 through December 31, 2003, the contractor should expect at a minimum to fulfill the training obligations listed on Attachment 2 for that period. In addition, the Contractor should expect to provide trainers during the full 2 ½ day DHRM Conference typically held in November or December of each year.

6. Would we need to include the cost of training and education in the comprehensive fee?

Answer – Yes. A buildup of the components of the monthly comprehensive fee should be included for each year. See questions 24 for a component list.

7. Can you give us an estimate of many people you train annually?

Answer – Topic specific courses for 2002 totaled 718. In addition, our HR Conference usually has an attendance of 400 to 500 employees. The Annual Safety Day Conference has between 150 to 250 attendees. Additional special client focused training courses can range in size from as few as 5 to as many as 100.

8. Regarding the copy center, is this done through a security key or is there a charge back on the space used or copy jobs?

Answer – There is a full time dedicated IKON employee who is available to complete copy work using a large central copier. A work order is completed and a charge code is provided by the requestor. In addition, there is a convenience copier that requires a user code to be entered by every employee.

9. Following this conference if we have to speak to someone regarding additional questions, whom should we contact? And do you prefer those questions in writing? Do the questions and answers go out to everyone that bids?

Answer – William Gregory. All questions should be submitted in writing to the fax number shown on the cover sheet or to his e-mail address:

[bgregory@dhrm.state.va.us](mailto:bgregory@dhrm.state.va.us). All questions and answers will be provided as an addendum to this RFP and be e-mailed to the address provided by each attendee at this conference and posted to the Department's web site as provided on the "Visit our Website" information sheet following page 60 of the RFP.

10. In Attachment 1 – Information Systems. How is the data kept in order for it to be transferred if there is a change in the contractor? Is it in PDF format?

Answer – Managed Care Innovations is prepared to deliver to a recipient at the Commonwealth's direction at no charge the following information in the Frank Gates standard format.

The standard export is 15 files (Levels, Hearings, Claims, Status History, Enrollment, Type History, Addresses, Quit Return Work, Notes, Reserves, Body Parts, Payments, Wage Calculation, Check Register, Claim ICD) in ASCII fixed or comma-delimited format. They will also provide record layouts, loss runs and control totals to assist in balancing the information. If further information is requested Managed Care Innovations/Frank Gates will attempt to satisfy the request in a timely manner. There may be a charge to any new Contractor for anything beyond what Frank Gates determines to be its normal data transfer service.

11. Can you talk a little bit about performance guarantees? Do you currently have performance guarantees with the current contractor? What has or hasn't worked? Was the \$100,000 a bonus or penalty? Is it all or nothing?

Answer – Yes. It has worked well and is based on a combination of savings and customer satisfaction survey results. The first two years of the contract had a \$100,000 penalty if the Contractor failed to meet their savings guarantees. Because the Contractor met their savings guarantees, the Purchasing Agency negotiated an incentive plan as required by the contract. The following three years

had a maximum of a \$100,000 bonus. Please see Attachment 1 for details of the bonus plan.

12. Are the liquidated damages or similar types provided in the current contract?

Answer – Yes.

13. Page 47, number 4 – Year End Report – There are no specific data or format requirements? Do you have specific reports you require?

Answer – The RFP indicates that these are “agreed upon reports”. Several of the reports that are currently required at year end are on the RFP website for your review. Additional reports will be agreed upon or may be requested by the program’s actuary.

14. Liquidated Damages. Are these inferred, are they detected through the auditing process?

Answer – They may be detected through the quality assurance review or auditing process, through a normal file review, during the SAS70 audit by the programs accounting firm, by the Auditor of Public Accounts, by an agency when they review their monthly reports, by the Office of the Attorney General during litigation or file review, or at various other times and ways during the contract period.

15. Aside from the data quality issues a number of these are essentially claims management/claim handling type issues?

Answer – Yes

16. Is there a constant dialog on quality assurance type issues?

Answer – Yes.

17. Page 49, Start Up Cost – Should we also submit a line by line for what goes into that cost?

Answer – Yes, be as definitive as possible. For the comprehensive monthly fee it is suggested that you also include as much detail as possible besides the flat cost in the box requesting cost.

18. Attachment 2 – Can you provide a listing of authorized or certified SWAM businesses? Are we limited to using SWAM businesses? Can we get a listing of what the current vendor is using?

Answer – No. You may contact the Department of Minority Business Enterprise at this e-mail address [dmbe@dmbe.state.va.us](mailto:dmbe@dmbe.state.va.us) to obtain minority vendors.

19. Is the current vendor domiciled in this building while providing it's services? What is the total number of the current vendor's staff?

Answer – Yes most of the positions are domiciled in the building. You should not assume that the number of current staff is sufficient based upon the RFP as written.

Claims Administration

- Claims Supervisor- 3
- Lost Time Benefit Coordinator- 16
- Medical Only Benefit Coordinator- 3
- Claims Manager-1
- IT Manager-1
- HR/Admin/Clerical/Fiscal Support Supervisor-1
- Claims Assistant-3
- Bill Adjudication-4
- Fiscal-1
- Receptionist-1
- Clerical Support/Mailroom-2 full time and 1 part time

Telephonic Clinical Program

- Clinical Manager-1
- Nurse Consultant-6

Loss Control Program

- Director Loss Manager-1 (40% of 1)
- Loss Control Consultant-2
- Loss Control Consultant-(60% of 1)

OWC Program Administrative

- WC Program Assistant (100% dedicated to DHRM/OWC)-1
- Return to Work Coordinator--50% of 1
- Disability Coordinator-1
- Account Manager-2 (both part time)

Field Vocational and Medical Program

- Manager--50% of 1;
- Field Medical Specialists--2 full time equivalents-- 50 medical cases at the current time (offsite)
- Vocational Rehabilitation Specialists--5 full time equivalents-- approximately 90 vocational rehabilitation cases at the current time (offsite)

20. Is there a scanner available to scan any data? If not, can that be done at another location?

Answer – No. Should you wish to scan documents, you would be required to set up your scanning equipment in your space here in the Monroe Building. No files or documents may be removed from the building for processing.

21. What is the claims submission process? Does it come here first before it goes to the contractor?

Answer – The state agency will report the claim directly to the Contractor.

22. Where will the questions and answers be posted from this conference?

Answer – The information resulting from this conference will be posted on the Departments web site. See question 9 above.

23. Do you have an official cut off date for questions?

Answer – All questions submitted by COB Tuesday, March 4, 2003 will be responded to. Questions submitted after that date may be answered depending upon the Department's ability to provide the questions and answers to all interested parties.

24. Is there detailed support needed for the comprehensive monthly fee requested on the pricing schedule for years 1-3?

Answer – Yes. Provide support for each year including at a minimum each of the following items.

Claims Administration	_____
Telephonic Clinical Program	_____
Loss Control Services	_____
OWC Program Administration & Management*	_____
Field Vocational and Medical Program	_____
PPO Organization	_____
1/12 of Annual Rent Charge (estimated)	<u>\$96,829.74</u>
Copy Charges	_____
Parking	_____
Total Monthly Fee (inc. estimated rent)	\$ _____

\*includes at a minimum Account Manager, WC Program Assistant, Disability Coordinator, Return to Work Manager

25. Can you provide the copy center charges to the current Contractor for the past twelve months?

Answer –

Month	IKON Charges
January 02	\$3075.77
February 02	\$3454.61
March 02	\$3454.94
April 02	\$3557.73
May 02	\$4503.39
June 02	\$3513.57
July 02	\$5224.17
August 02	\$4893.58
September 02	\$5273.82
October 02	\$5421.45
November 02	\$5517.15
December 02	\$4537.94
Total	<b>\$55,428.12</b>

## **2.0 Background**

26. What company currently provides the subject services to the DHRM, how long have they been providing these services, how many employees are located in the James Monroe Bldg. location, and will the DHRM have any expectations that the successful bidder interview and hire any of this personnel?

Answer – Managed Care Innovations. Since May 1998. See question 19 above re: number of employees and location. It is up to the contractor to provide key staff as part of the RFP submission. Decisions on initial staff is the responsibility of the successful bidder. Availability to hire existing personnel is unknown.

27. Is it possible to have access to the reports compiled by the independent actuary, Mercer, or the external auditor, Cherry, Bekaert and Holland?

Answer – Yes, through the Freedom of Information Act process the Mercer actuary report titled *Actuarial Analysis of the Self Insurance Fund for Workers' Compensation Evaluated as of June 30, 2002*, or the 2002 SAS70 audit report titled *Report on Controls Placed in Operation and Tests of Operating Effectiveness for Processing of Transactions for the Workers' Compensation Program for the Commonwealth of Virginia Department of Human Resource Management Office of Workers' Compensation* performed by Cherry, Bekaert and Holland are available. There would be a charge for the reports. Please submit all FOIA requests in writing to Bill Gregory.

### **3.0 Statement of Needs**

28. Is the comprehensive monthly fee expected to be the same amount for each month of the contract period, based on our “best guess” estimate of the various cost components?

Answer – The fee is to be a specific amount. No guesswork proposals will be considered. Increases/decreases in staff based upon agreed upon changes in workload as specified in the Contractor’s proposal, that would require staffing level changes would be negotiated and a contract addendum would be executed upon agreement by both parties. Deductions to the comprehensive monthly fee would be taken for any vacant positions (as authorized by the conditions of the RFP), liquidated damages, overpayments, and charge backs such as rent, copy charges, parking fees, etc.

29. Is the comprehensive monthly fee to be based on actual expenses, costs, overhead and profit for the previous contract month?

Answer – No.

30. Generally speaking, will the Contractor have authority to issue payments for **any non-contested claim** up to \$9,999?

Answer – Payments cannot be made until the Contractor completes their investigation, makes a recommendation on initial claim compensability, and the Purchasing Agency agrees that the claim is compensable. Payments for medical expenses and indemnity benefits up to \$9,999 per payment will be delegated to the Contractor.

31. Please expand on the statement in 3.4.16 “ The Contractor understands that during the term of the contract performance period, there are extremely limited funds available for settlements”.

Answer – See Question 4 above.

32. In the event that Loss Control and Safety services or Training and Education services are sought during the contract period, is the Contractor able to sub-contract this work, subject to the approval of the DHRM?

Answer – It is **extremely likely** that loss control, safety, training and education services will be included in the final contract. The Purchasing Agency has very limited staff to perform these functions and is likely to rely on the results of this procurement for these services. Any sub-contractors services and charges should be included with your RFP response.



33. Is there a list of preferred vendors for this type of work?

Answer – No.

34. Since it is not a definite that these services will be required, must the anticipated costs be included in the comprehensive monthly fee?

Answer – It is **extremely likely** that these services will be required. The current services agencies expect are quite extensive and currently include dedicated loss control professionals who work with agencies to conduct OSHA type inspections, rapid response to safety & health questions, short and long educational courses based upon an analysis of loss data, agency peer mentoring, on-site meetings with agency safety committees and loss control representatives, site visits to high priority/high risk sites, fatality/catastrophic event on site investigations, monthly safety articles, job safety analysis evaluations, benchmark analysis reviews or high risk agencies, ergonomic assessments, industrial hygiene audits and investigation when claims are presented in this area (i.e. lead, noise, and sick buildings), and defensive driving training programs.

35. If the need does not arise, will these anticipated costs be applied as a credit at the end of the contract period?

Answer – Should the Purchasing Agency decide not to purchase the loss control services as part of the RFP process, the fees would not be included in the contract and, therefore, no credit would be required. As indicated above it is **extremely unlikely** that these services will be excluded from the contract.

#### **4.0 Proposal Preparation and Submission Requirements**

36. Will the bidders have the opportunity to contact Mr. Gregory or designee with questions requests for clarification in the period between the pre-proposal conference and the submission of the written proposal by 3/11/03?

Answer – Yes. See similar question 10 from the pre-bid conference.

#### **6.0 Evaluation and Award Criteria**

37. In the event our proposed staff members have not yet been identified, is it acceptable to provide an overview of the background and qualifications of the personnel that GAB Robins would typically engage for similar work?

Answer – As requested in the RFP, key personnel should be identified as part of the RFP response process.

## **Attachment One – Questionnaire**

38. Please describe in greater detail the loose-leaf notebook that is expected to contain the responses. Does “not be bound” mean the pages can not be in a 3 ring binder?

Answer – 3-ring binders are preferred.

39. a. What types of Performance Guarantees or Gain Share programs has the DHRM previously been party to?

Answer – Current performance guarantee information is enclosed in Attachment 1 at the end of this document.

40. b. Are there any particular aspects of the Workers Compensation claims administration program or Cost Containment services that present greater opportunities for cost savings, deployment of resources?

Answer – All of the services if handled appropriately may result in savings to the program.

## **General Questions**

41. Will the loss data that will be provided include detailed financial information relative to incurred and paid amounts, disputed cases, medical bill reduction results, litigation frequency and defense costs, etc. In the period between the pre-proposal conference and the proposal deadline, will there be any Commonwealth personnel available to answer questions about this information?

Answer – Significant data has been provided on the web site (<http://www.dhrm.state.va.us/rfps/owcreports.htm>). and in the responses to the questions. Should other specific data be needed, a detailed question of the type of data should be provided to Mr. Bill Gregory.

42. Is there a location listing available of the facilities and employee distribution within the Commonwealth?

Answer – The Company Hierarchy report provides a list of all agencies (see (<http://www.dhrm.state.va.us/rfps/owcreports.htm> to view the report).

43. Can you provide the location hierarchy used to code workers compensation claims?

Answer – See the Company Hierarchy report on the web site. (<http://www.dhrm.state.va.us/rfps/owcreports.htm> to view the report).

44. Is there a listing of the qualified MWOBE (Minority Woman Owned Business Enterprise) participants engaged in the current contract available to the bidders?

Answer – See Question 18 above.

45. Is there a current listing of qualified MWOBE suppliers by the Commonwealth?

Answer – See Question 18 above.

46. Please provide clarification of the requirement for electronic communication of work-related short-term disability claims to the organization responsible for managing the state's STD and LTD program based on criteria developed by DHRM OWC (3.4.2).

Answer – Currently the Disability Coordinator receives e-mails with Excel spreadsheets from the VSDP program on a daily basis listing all new claims that have been initiated for STD. In addition, twice a month the Disability Coordinator receives e-mails with Excel spreadsheets from the VSDP program requesting the status of every open case. A third report is submitted to the VSDP by OWC when a decision has been made to accept or deny a claim (Unanticipated Change Report). The Disability Coordinator must obtain information on the status of the WC claim and any authorized periods of disability and payments from the benefit coordinator and/or the nurse. The Disability Coordinator submits the current case information electronically to the VSDP program through an e-mail with an Excel file attached. The VRS/VSDP contract with the current service provider ends in December of 2003. There is a possibility that the two programs may work together to streamline/automate some of the information distribution between the two programs.

47. Do the criteria for case management under section 3.13 apply to telephonic case management, field case management or both?

Answer – Either or both, depending upon an evaluation of the case and a determination of whether field case management or telephonic case management will be most successful in handling the situation.

48. Please clarify primary, secondary and tertiary diagnoses. Are these referring to only work-related conditions involving multiple diagnoses or work-related and non-work related conditions (Questionnaire E. 5.)?

Answer –

Primary — first or highest in rank or importance diagnosis

Secondary — Of the second rank; minor lesser than the primary diagnosis

Tertiary — third or least important diagnoses

Work — related conditions only

49. Please clarify the use of the term “incident rate”, “lost days/restricted days rate” and “projected incident/severity rates” by organizational level. (3.22.4)

Answer –

Incident rate—number of medical only and lost time accidents per 100 employees

Restricted days rate—number of restricted (modified duty) workdays per 100 employees

Lost days rate—number of lost workdays per 100 employees

Projected incident rate—a prediction or an estimate into the future of the policy year’s ultimate incident rate (number of medical only and lost time accidents per 100 employees) once all claims are reported

Projected severity rate—a prediction or an estimate into the future of the policy year’s ultimate severity rate (incurred cost per 100 employees) once all claims are closed

Organizational level—at the Commonwealth, Agency, and Sub-agency level  
The Purchasing Agency shall provide the number of employees by policy year to the Contractor by organizational level. Current year’s number of employees shall be projected and a true up shall be provided after year-end.

50. Throughout the proposal there is reference to "24 hour" turnaround. Is this 1 business day?

Answer –

24 hours = 24 hours into the next business day

example: 3 p.m. Tuesday —24 hours = 3 p.m. Wednesday;

example: 3 p.m. Friday—24 hours = 3 p.m. Monday

51. What is the square footage that the contractor should expect for the space in the James Monroe building beginning 7/1/03 and what is the price?

Answer – The actual cost cannot be determined until the Department of General Services rates for 2004 are approved and published. Any change in rent by the Department of General Services will be a direct increase or decrease to the contract price and shall be modified by contract addendum. The FY03 rates were \$11.47 a square foot.

Please use the following in your proposal response—square feet:

12<sup>th</sup> floor (3 work stations--loss control staff)—296 sq. ft.

6<sup>th</sup> floor (current area inc. hall corridor minus 20' x 10' in file area)—6,800 sq. ft.

Mezzanine Level Back Corridor (new space) \*—1,000 sq. ft. (new space)

Training Room 3 (1/2 rent--room will be shared w/Purchasing Agency)—346 sq. ft.

Annual total Square feet to be charged to Contractor—8,442

Annual rent based upon FY03 rates—\$96,829.74

\*This area will be available July 1. All claims files and shelving will need to be moved to the Mezzanine Level. Work stations that currently are in the area may be dismantled and moved to the 6<sup>th</sup> floor. Cost to move and re-assemble files, shelving, and work stations will be agreed upon by the Purchasing Agency and the Contractor prior to July 1 and shall be billed as a one-time charge under the contract. No estimated cost for this re-location shall be included in the RFP response or pricing submitted in response to this RFP.

52. Will the Commonwealth grant the contractor the right to appeal a decision regarding 1099 issues?

Answer – Any appeal will be subject to review of the evidence provided by the Contractor. If the Contractor cannot provide evidence sufficient to justify an appeal, the Purchasing Agency shall not authorize an appeal to the IRS. Any cost of an appeal shall be borne by the Contractor.

53. Claims frequency for Medical Only/Lost Time Workers' Compensation for 2001/2002.

Answer - Please review the following reports to obtain that information:

Indemnity (lost time claims)--

Report Name: Policy Cost Summary COV Indemnity

[http://www.dhrm.state.va.us/rfps/pcs\\_cov\\_indemnity.pdf](http://www.dhrm.state.va.us/rfps/pcs_cov_indemnity.pdf)

Medical Only (medical only claims)--

Report Name: Policy Cost Summary COV Indemnity

[http://www.dhrm.state.va.us/rfps/pcs\\_cov\\_medical.pdf](http://www.dhrm.state.va.us/rfps/pcs_cov_medical.pdf)

54. Number of annual takeovers Medical Only/Lost Time.

Answer – All claims that occurred between July 1, 1989 and June 30, 2003 will be handled under the this contract. At the option of the purchasing agency claims prior to that date may be transferred to the Contractor at a later date at a price to be agreed upon at that time.

To view information on the current number of "takeovers", it is suggested that you go to:

<http://www.dhrm.state.va.us/rfps/owcreports.htm>

Reports that will provide data on the number of claims received (takeovers), number open, and current caseload may best be determined by viewing the following reports:

**Policy Cost Summary**

- [COV](#) - (13.7 KB)
- [COV - Death](#) - (8.9 KB)
- [COV - Indemnity](#) - (13.6 KB)
- [COV - Medical](#) - (12.6 KB)
- [COV - Record](#) - (11.1 KB)

[Examiner Case Load Summary](#) - (9 KB)

55. Definition of the term “Payroll Classification Audit.”

Answer – An examination by a specialist of a state agency’s payroll and position description records to confirm that the classification codes utilized by the agency are appropriate and the payroll reported is accurate.

The term Classification Code used in the prior paragraph is defined as:  
NCCI’s four-digit code corresponding to each classification determined for the insured according to the rules of NCCI’s *Basic Manual for Workers Compensation and Employers Liability Insurance* and *Classification Codes and Statistical Codes for Workers Compensation and Employers Liability Insurance*.

56. Provide for review a copy of your Agency Workers’ Compensation Manual in order to respond to question 7 under D. Claims Administration.

Answer – A CD containing this information will be sent upon request at no charge. Contact Bill Gregory to receive the CD.

**ATTACHMENT NO. 1 (pertinent incentive bonus)**

**COST CONTAINMENT SERVICES CONTRACT**  
**INCENTIVE BONUS**

**ELIGIBILITY FOR 7/1/2000 – 6/30/2001 INCENTIVE BONUS**

Contract No. C800015 includes the following language on Memorandum of Understanding page 38:

“Providing the Contractor succeeds in generating savings equal to or greater than \$6.3 million for the initial two year period ending 6/30/2000, the Purchasing Agency will negotiate in good faith with the Contractor during the final two quarters of FY2000 to provide the Contractor with annual incentive bonus payments beginning with the period 7/1/2000 to 6/30/2001. Such negotiations shall include incentives and penalties relating to Contractor savings. Such negotiations, at the Purchasing Agency’s discretion, may include incentives and penalties relating to performance.”

**7/1/00 – 6/30/01 INCENTIVE PLAN**

The incentive model will incorporate both the results of the annual VCU Workers’ Compensation Customer Satisfaction Study administered to the agencies by VCU and the financial savings as measured by the William M. Mercer projected cash outflow model. These two measures are calculated independently of the Purchasing Agency and Contractor. The client satisfaction survey provides an objective measure of client satisfaction. The cash flow savings as measured by the actuarial model developed by William M. Mercer provide a bottom line performance that is of importance to the agencies with the introduction of experience rating.

The VCU Workers’ Compensation Customer Satisfaction Study concludes with a question which states “MCI’s performance overall in dealing with your agency personnel?” The March 2000 survey benchmark evaluation of the responses to this question resulted in an average satisfaction score overall of 6.4 on a scale of 0 to 10. The standard deviation of this measure is .3. The standard deviation is used to develop program performance measures presented below.

Under the terms of the contract, the Contractor is subject to a financial penalty should cash flow savings fall below \$4.5 million in the third year of the contract (7/1/00 – 6/30/01).

**7/1/00 – 6/30/01 Incentive Bonus Eligibility Requirements:**

1. An average score of less than 6.7 will result in no incentive payment.
2. An average score of 6.7 and above will result in an incentive payment of ten percent of any savings in excess of \$6 million.
3. An average score of 8.0 combined with savings equal to those guaranteed in the contract (\$4.5 million), and up to \$6 million will result in an incentive payment of \$30,000.

**TERMS OF PAYMENT**

Payment will be made upon completion of the VCU Customer Satisfaction Survey Report (survey to be conducted during the month of July 2001). At the discretion of the Purchasing Agency, an audit by Cherry, Bekaert & Holland, L.L.P. may be conducted to assure that all

payments that should have been made have been made were made. The Contractor will submit an invoice that shall include all calculations and reports used to calculate the final incentive payment. **NOTE: The maximum allowable incentive bonus payment for the period 7/1/2000 – 6/30/2001 is \$100,000.**

The Contractor shall retain full discretion as to how the incentive payment is to be apportioned within the MCI organization, including any of MCI's subcontractors.

#### **FUTURE YEARS INCENTIVE ELIGIBILITY**

Providing the Contractor succeeds in generating savings equal to or greater than \$4.5 million for the annual period ending 6/30/2001, and the Purchasing Agency chooses to renew the contract beyond 6/30/2001, the Purchasing Agency will negotiate in good faith with the Contractor during the period 4/1/2001 – 6/30/2001 to render the Contractor eligible for an incentive bonus beginning with the first contract renewal year ending 6/30/2002. Such negotiations shall include incentives related to Contractor savings. Such negotiations, at the Purchasing Agency's discretion, may include incentives and penalties relating to performance.



### **EXAMPLES OF INCENTIVE PAYMENT CALCULATIONS:**

1. Assumptions:

Customer Satisfaction Survey Results	6.6
Savings in excess of \$6 million	\$ 1,000,000
Incentive Payment	\$ 0

It is necessary for the VCU Customer Satisfaction Survey results to achieve a minimum score of 6.7 prior to the payment of an incentive.

2. Assumptions

Customer Satisfaction Survey Results	6.8
Savings in excess of \$ 6 million	\$ 0
Incentive Payment	\$ 0

It is necessary for savings to exceed \$6 million prior to the payment of an incentive.

3. Assumptions

Customer Satisfaction Survey Results	6.9
Savings in excess of \$6 million	\$250,000
Incentive Payment	\$25,000

(Ten percent times \$250,000=\$25,000)

4. Assumptions

Customer Satisfaction Survey Results	8.0
Savings of \$5 million	
Incentive Payment	\$ 30,000

### **Contract Modification 22 June 27, 2002 Extract:**

**Item # 4. MOU Exhibit O.**

It is agreed that if the Contractor succeeds in generating savings equal to or greater than \$4.5 million for the period 6/30/01 through 6/30/02, the contractor shall remain eligible to have an incentive bonus plan for FY03. Incentive Bonus Eligibility Requirements and the methodology for calculation as stated in the MOU Contract Modification Agreement No. 13's *Cost Containment Services Contract Incentive Plan* shall remain in effect for the period of 7/1/02 – 6/30/03.

Because the cash flow savings as measured by the actuarial model developed by William M. Mercer on page 39 of the MOU did not include loss payment projections for fiscal year 2003, a revised Schedule of Projected Loss Payments by Fiscal Year was developed by the actuary.

The attached projected loss payments schedule attached to the April 30, 2002 letter from MMC Enterprise Risk (formerly known as William M. Mercer) entitled SCHEDULE OF PROJECTED LOSS PAYMENTS BY FISCAL YEAR BASED ON ASSUMPTIONS AND DATA AS OF JUNE 30, 1997 shall be used as a basis for determining cost savings for the Incentive Bonus Plan for the period 7/1/02 through 6/30/03.

The Purchasing Agency agrees to continue to use a VCU Customer Satisfaction Survey Report to be conducted during July 2003 as the basis for the average score requirement of the incentive agreement. The maximum allowable incentive bonus payment for the period 7/1/02 through 6/30/03 remains \$100,000.

## **ATTACHMENT NO. 2 (Training Information)**

### **2003 Workers' Compensation Open Enrollment Courses**

#### **Accident Investigation**

This course is designed to help agency representatives conduct thorough accident investigations and appropriately document the results. We will cover the basic analysis of accident data contained in the OSHA 300 log and the Employers' Accident Report. Topics include: types of accidents, when and how to conduct an audit, interviewing techniques, methods of data analysis (including trend analysis), lost workday index, and accident rates.

**Who should attend:** HR Managers and Staff; Safety and Risk Managers; Safety and Health Coordinators; Managers and Supervisors

March 27	9:00am - 12:00pm	Blacksburg - Virginia Tech
October 21	1:30pm - 4:30pm	Richmond - PDS Training Center

#### **Administering Your Workers' Compensation Benefits: Do You Know What's Covered?**

This course is for managers, supervisors, and others who administer their agency's Workers' Compensation benefits. Emphasis is placed on notification requirements, employer's responsibilities, how to complete and submit Workers' Compensation required documents, establishing your agency's attending physician panels, Workers' Compensation decisions, as well as your agency requirements under Executive Order 52 (99). This seminar will also discuss the Virginia Workers' Compensation Act and its areas of coverage: injuries by accident, occupational diseases and ordinary diseases of life.

**Who should attend:** HR Managers and Staff; Safety and Risk Managers; Safety and Health Coordinators; Workers' Compensation Representatives

March 4	9:00am - 12:00pm	Richmond - PDS Training Center
June 25	1:00pm - 4:00pm	Norfolk - Old Dominion University
October 7	1:00pm - 4:00pm	Blacksburg - Virginia Tech

#### **Advanced Workers' Compensation**

This course is for human resource professionals who administer their agency's Workers' Compensation benefits. The course goes beyond the basics of workers' compensation handling. Topics include a discussion of significant case law, the litigation process, program settlement process and philosophy, and the ADA, FMLA and Workers' Compensation connection.

**Who should attend:** HR Managers and Staff; Safety and Risk Managers; Safety and Health Coordinators; Workers' Compensation Representatives

November 6                      9:00am - 12:00pm    Richmond - PDS Training Center  
November 13                    9:00am - 12:00pm    Blacksburg - Virginia Tech

### **Auditing Your Agency's Worker' Compensation Program**

This course is designed to provide internal and external auditors the basics of the VSDP and Workers' Compensation process. Emphasis will be placed on agency requirements for workers' compensation claims reporting and accident investigation, pay and leave policies, and mandatory reporting and reconciliation of data requirements. Auditors will learn about a web based reporting tool available to assist with review of agency compliance.

**Who should attend:** Internal and External Auditors, supervisors and managers of workers' compensation representatives.

June 17                              9:00am - 12:00pm    Richmond - PDS Training Center

### **Buying into Safety: Safety Basics for Procurement Officers**

This course is designed to provide information that will assist Procurement Officers understand how to buy with product safety and contractor safety in mind to improve safety and health in the workplace. We will clarify and highlight your role in the process. Topics include: using contract language to promote safety, principals of buying safety equipment, principals and options for purchasing ergonomic equipment, and working with the safety team to enhance your agency's safety and health program.

**Who should attend:** Agency Procurement Officers, Safety Officers, HR and Workers' Compensation Representatives, Managers and Supervisors

April 24                              1:30pm - 4:30pm     Richmond - PDS Training Center

### **Confined Space Awareness**

This course is designed to educate employees on the hazards and controls associated with confined spaces. The course will cover the characteristics that constitute a confined space, requirements for safe entry into a confined space, rescue requirements and other potential hazards that exist around confined spaces.

**Who should attend:** Safety and Risk Managers, Safety and Health Coordinators, and employees exposed to confined spaces, Supervisors and Management Staff

April 23                              9:00am - 12:00pm    Bon Air - Dept of Juvenile Justice/Cedar Lodge  
June 26                              9:00am - 12:00pm    Richmond - PDS Training Center

August 5                      9:00am - 12:00pm   Marion - SW Virginia Mental Health Institute  
November 20                9:00am - 12:00pm   Blacksburg - Virginia Tech

### **Creating Return To Work Opportunities and Improving Your Existing Return-to-Work Program**

Each executive branch state agency has a return-to-work policy for employees when they sustain a work-related injury. This course is for personnel who have a basic knowledge of return-to-work. We will explore several case studies that will allow the participants to gain creative ideas in the arena of return-to-work. In addition, the participants will work in groups to create transitional duty assignments for mock-injured employees who have positions similar to the ones within their agency. The program will conclude with ways to enhance an agency's return-to-work program, how to work with the medical community, how to analyze your program's successes, and how to include non-occupational injuries in your program.

**Who should attend:** This workshop is designed for anyone in your agency that is involved in your return-to-work program including, but not limited to: HR Managers and Staff; Safety and Risk Managers; Safety and Health Coordinators; VSDP and Workers' Compensation Representatives. You must have a basic understanding of return-to-work.

March 25                      9:00am - 12:00pm   Richmond - PDS Training Center  
April 8                        9:00am - 12:00pm   Blacksburg - Virginia Tech

### **Emergency Planning Management**

**\$50 for Local Government – \*\*Free to State Government\*\***

Is your agency prepared for the unthinkable? Does your staff know what to do in the event of fire, power outage, earthquake or hazardous material leak? This class will review "Best Practices" and OSHA standards related to emergency planning as you evaluate or develop your emergency plans. Have you considered how you would do your job if a fire or other disaster prevented you from accessing your office? This class will also walk you through the steps of developing a business continuation plan. This class will review "Best Practices" related to emergency planning, which will help you to develop a new plan, or evaluate an existing plan, for your agency.

**Who should attend:** HR Managers and Staff; Safety and Risk Managers; Safety and Health Coordinators; Managers and Supervisors

January 30                    9:00am - 12:00pm   Richmond - PDS Training Center

### **Intermediate Workers' Compensation**

This course is designed to provide hands on training to HR representatives responsible for the day to day handling of workers' compensation claims. Actual mock cases will be discussed, forms will be completed, and complete case studies will be presented.

**Who should attend:** Workers' Compensation representatives, HR Managers and Staff.

March 21	10:00am - 3:00pm	Richmond - PDS Training Center
September 25	10:00am - 3:00pm	Blacksburg - Virginia Tech
October 28	10:00am - 3:00pm	Richmond - PDS Training Center

### **Introduction to Workers' Compensation/New Workers' Compensation Representative Orientation**

**\$50 for Local Government – \*\*Free to State Government\*\***

This full day course is designed to provide all the basics necessary for an agency to handle their Workers' Compensation claims. Time will be spent discussing policies and laws that impact how an agency administers their program. Topics include Workers' Compensation leave policies, Workers' Compensation Act, FMLA and Workers' Compensation, coordination of benefits and leave with the VSDP program. Time will be available to meet staff responsible for your agency's claims administration.

**Who should attend:** HR Managers and Staff; Workers' Compensation Coordinators

March 24	9:00am - 4:00pm	Richmond - PDS Training Center
June 19	9:00am - 4:00pm	Richmond - PDS Training Center
September 30	9:00am - 4:00pm	Richmond - PDS Training Center
November 18	9:00am - 4:00pm	Richmond - PDS Training Center

### **Material Handling**

Material handling is one of the leading causes of employee injury for the Commonwealth of Virginia. This course is designed to educate employees on the proper lifting techniques in order to avoid back and shoulder injuries. This course will cover risk factors for back injuries, proper lifting techniques, and exercises to strengthen the back.

**Who should attend:** Safety and Risk Managers, Safety and Health Coordinators, Managers and Supervisors and Employees required to conduct material handling.

May 15	9:00am - 12:00pm	Williamsburg - Eastern State Hospital
June 12	9:00am - 12:00pm	Harrisonburg - James Madison University
July 15	9:00am - 12:00pm	Blacksburg - Virginia Tech
July 22	9:00am - 12:00pm	Charlottesville - University of Virginia
September 9	9:00am - 12:00pm	Petersburg - Southside VA Training Center
September 10	9:00am - 12:00pm	Staunton - Frontier Culture Museum
November 13	9:00am - 12:00pm	Bon Air - Dept of Juvenile Justice/Cedar Lodge
December 2	9:00am - 12:00pm	Lynchburg - Central Virginia Training Center

### **New Safety Officer Training**

This full day course is designed to provide all the basic skill training needed by agency personnel newly assigned to the duties of Agency Safety Officer. Topics included will be the basics of safety, an introduction to the OSHA Act and how it affects state agencies, how to set priorities and goals using trend analysis, conducting safety audits, and accident investigations.

**Who should attend:** Newly appointed Safety Officers, Safety Officers that want to increase their knowledge, and supervisors of Safety Officers, as well as any agency representative with responsibility for safety.

April 16	9:00am - 5:00pm	Richmond - PDS Training Center
October 2	9:00am - 5:00pm	Blacksburg - Virginia Tech

### **OSHA General Industry Outreach - 10 Hour**

This 1 1/2 day course provides a short version of the national curriculum developed by the OSHA training institute. Topics vary, depending on the needs of the attendees, but will include: OSHA compliance and recordkeeping, personal protective equipment, hazcom, and emergency preparedness.

**Who should attend:** HR Managers and Staff; Safety & Risk Managers; Facility Safety & Health Coordinators

May 5-6	9:00am - 5:00pm 5/5 9:00am - 12:00pm 5/6	Richmond - PDS Training Center
May 27-28	9:00am - 12:00pm 5/27 9:00am - 12:00pm 5/28	Bon Air - Juvenile Justice/Cedar Lodge
August 28-29	9:00am - 5:00pm 8/28 9:00am - 12:00pm 8/29	Blacksburg - Virginia Tech

### **OSHA General Industry Outreach - 30 Hour**

This course is based upon a national curriculum developed by the US Department of Labor – OSHA and specially adapted for the needs of employees of the Commonwealth of Virginia. It is a 30-hour course that will be offered over a 4 1/2 day period. Emphasis will be placed on learning how to read, understand, and implement OSHA requirements at the agency level. Topics range from a discussion of how the Virginia OSHA program (VOSH) regulates state agencies to technical topics of interest in a variety of work situations. Attendees will also receive a copy of the OSHA General Industry Standards.

**Who should attend:** Safety Managers; Industrial Hygienists; Safety and Health Coordinators; HR Managers and Staff

March 10-14	9:00am - 5:00pm M-Th	Goochland - Dept of Corrections -
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	9:00am - 12:30pm Friday	Academy for Staff Development
October 27-31	9:00am - 5:00pm M-Th	Blacksburg - Virginia Tech
	9:00am - 12:30pm Friday	

### **OSHA Program Development**

This session, taught by the Department of Labor and Industry, is designed to provide an overview of the key components of written programs and policies required by the Virginia OSHA General Industry Standards. Topics include bloodborne pathogen program, confined space entry program, emergency action and fire prevention plans, fire extinguisher program, hazard communication program, hearing conservation program, lockout-tagout program, personal protective equipment and respirator protection program.

**Who should attend:** Safety Managers; Safety and Health Coordinators; HR Managers and Staff

January 23	9:00am - 12:00pm	Richmond - PDS Training Center
February 6	9:00am - 12:00pm	Staunton - Frontier Culture Museum
April 9	9:00am - 12:00pm	Norfolk - Old Dominion University

### **OSHA Reporting and Recordkeeping Update**

NEW STANDARDS WERE IN PLACE JANUARY 1, 2002. ARE YOU IN COMPLIANCE? This half-day course is designed for agency representatives who have the responsibility of recording injuries and illnesses on the Occupational Safety and Health Administration's end of year summary. This course will address the latest OSHA standard update concerning the OSHA 300 log and summary.

**Who should attend:** HR Managers and Staff; Safety and Risk Managers; Safety and Health Coordinators

January 14	9:00am - 12:00pm	Richmond - PDS Training Center
January 16	9:00am - 12:00pm	Staunton - Frontier Culture Museum

### **Return to Work Disability Management Basics**

This workshop will discuss the definition of disability management and introduce the benefits of having a comprehensive return-to-work program. The course will explore the philosophy of return-to-work along with the goals of having a return-to-work program. We will review what is happening around the country with regards to disability management. This session will include reviewing a video on return-to-work from an employee's perspective. In conclusion, we will discuss communicating with all involved parties and thinking out of the box for transitional duty assignments.

**Who should attend:** This workshop is designed for supervisors, Human Resource Professionals, and any other state employee that is involved in managing disability



within your agency. This is designed for individuals that have limited knowledge regarding disability management and return-to-work.

March 18                      9:00am - 12:00pm    Richmond - PDS Training Center

#### **Risk Control Strategies and Data Analysis**

This class is designed to help you analyze past Workers' Compensation claims to determine trends and possible loss cause factors. The class will discuss where to get data, how to organize it, and how to analyze it for meaningful information. Data analysis will help you identify potential risk control strategies to reduce the frequency or severity of worker injuries.

**Who should attend:** HR Managers and Staff; Safety and Risk Managers; Safety Officers, and Workers' Compensation Coordinators

May 16                      9:00am - 12:00pm    Blacksburg - Virginia Tech  
June 4                      9:00am - 12:00pm    Norfolk - Old Dominion University  
August 12                  9:00am - 12:00pm    Richmond - PDS Training Center

#### **Safety Issues in Return to Work**

When an employee sustains a work-related injury or illness, each agency is attempting to bring that employee back to work in a safe, timely manner. Some employees are returning to their pre-injury position and some are returning to transitional duty for a short period of time. This course will explore how you should involve your safety personnel step-by-step in the return to work process. It will also discuss what you should do if your agency does not have safety personnel. Return-to-work should not impede the employee's recovery. However, if the environment is causing an exacerbation of the pre-existing injury or causing new injuries, your employees' rehabilitation will be impacted. Ergonomic issues, safety issues, etc. will be explored in the return-to-work process.

**Who should attend:** This course is designed for safety personnel who want to become involved in their agency's return-to-work process. It is also designed for HR Managers, Staff, and Immediate Supervisors who do not have a safety position.

August 20                  9:00am - 12:00pm    Richmond - PDS Training Center  
September 24              9:00am - 12:00pm    Blacksburg - Virginia Tech

#### **Slips, Trips, Falls Prevention**

Slips, trips and falls injuries are one of the leading causes of employee injury for the Commonwealth of Virginia. This course is designed to educate employees on the prevention of injuries associated with slips, trips and falls. This course will define the difference between a slip, trip and fall, risk factors associated with each group, prevention techniques and ladder safety.

**Who should attend:** Safety and Risk Manager, Safety and Health Coordinators, Managers and Supervisors and Employees

March 19	9:00am - 12:00pm	Staunton - Frontier Culture Museum
March 27	1:00pm - 4:00pm	Blacksburg - Virginia Tech
May 8	9:00am - 12:00pm	Williamsburg - Eastern State Hospital
July 22	1:00pm - 4:00pm	Charlottesville - University of Virginia
August 7	1:30pm - 4:30pm	Richmond - PDS Training Center
September 18	9:00am - 12:00pm	Petersburg - Southside VA Training Center
November 13	1:00pm - 4:00pm	Bon Air - Dept of Juvenile Justice/Cedar Lodge
December 11	9:00am - 12:00pm	Lynchburg - Central Virginia Training Center

### **VSDP/Workers' Compensation Basics**

This course is designed to go over the basic benefits provided under VSDP (work-related disability) and Workers' Compensation. Topics covered will include VSDP and WORKERS' COMPENSATION coverage, benefits, overlaps, calculations, programs communication requirements, the roles and responsibilities of the employee, human resource departments, VSDP, and Workers' Compensation.

**Who should attend:** HR Professionals - Executive to Supervisory level; Experienced Trainers, Workers' Compensation representatives, Payroll Managers and Staff

April 22	10:00am - 3:00pm	Richmond - PDS Training Center
December 4	10:00am - 3:00pm	Richmond - PDS Training Center

### **Workplace Violence: Organizational Risk Assessment and Planning**

A daylong class that focuses on how to conduct workplace violence risk assessments at the agency level. The most recent data and best practices for the control of workplace violence will be reviewed. Attendees will leave with information on how to prioritize, develop and implement workplace violence control and crisis management plans for their own agency.

**Who should attend:** HR Managers and Staff; Safety and Risk Managers; Safety and Health Coordinators, Workers' Compensation Coordinators

January 8	9:00am - 5:00pm	Richmond - PDS Training Center
February 11	9:00am - 5:00pm	Richmond - PDS Training Center
February 20	9:00am - 5:00pm	Blacksburg - Virginia Tech

## **2002 Workers' Compensation Open Enrollment Courses**

### **ACCIDENT INVESTIGATION**

This course is designed to help agency representatives conduct thorough accident investigations and appropriately document the results. We will cover the basic analysis of accident data contained in the OSHA 200 log and the Employers' Accident Report. Topics include: types of accidents, when and how to conduct an audit, interviewing

techniques, methods of data analysis (including trend analysis), lost workday index, and accident rates.

**Who should attend:** HR Managers and Staff; Safety and Risk Managers; Safety and Health Coordinators

September 12	1:30pm – 4:30pm	Staunton – Frontier Culture Museum
October 17	8:30am – 11:30am	Richmond – PDS Training Center

### **ADMINISTERING YOUR WORKERS' COMPENSATION BENEFITS: DO YOU KNOW WHAT'S COVERED?**

This course is for managers, supervisors, and others who administer their agency's Workers' Compensation benefits. Emphasis is placed on notification requirements, employer's responsibilities, how to complete and submit Workers' Compensation required documents, establishing your agency's attending physician panels, Workers' Compensation decisions, as well as your agency requirements under Executive Order 52 (99). This seminar will also discuss The Virginia Workers' Compensation Act and its areas of coverage: injuries by accident, occupational diseases and ordinary diseases of life.

**Who should attend:** HR Managers and Staff; Safety and Risk Managers; Safety and Health Coordinators, Workers' Compensation Representatives

February 12	8:30am – 11:30am	Richmond – PDS Training Center
May 2	1:00pm – 4:00pm	Staunton – Frontier Culture Museum
August 20	1:00pm – 4:00pm	Williamsburg – Jamestown Yorktown

### **BUSINESS BEST PRACTICES: EMERGENCY PLANNING MANAGEMENT**

Is your agency prepared for the unthinkable? Does your staff know what to do in the event of fire, power outage, earthquake or hazardous material leak? This class will review "Best Practices" related to emergency planning as you evaluate or develop your emergency plans. Have you considered how you would do your job if a fire or other disaster prevented you from accessing your office? This class will also walk you through the steps of developing a business continuation plan. This class will review "Best Practices" related to emergency planning, which will help you to develop a new plan, or evaluate an existing plan, for your agency.

**Who should attend:** HR Managers and Staff; Safety and Risk Managers; Safety and Health Coordinators.

March 12	8:30am – 11:30am	Staunton – Western State Hospital
June 11	8:30am – 11:30am	Richmond – PDS Training Center

## **BUYING INTO SAFETY: SAFETY BASICS FOR PROCUREMENT OFFICERS**

This course is designed to provide information that will assist Procurement Officers understand how to buy with product safety and contractor safety in mind to improve safety and health in the workplace. We will clarify and highlight your role in the process. Topics include: using contract language to promote safety, principals of buying safety equipment, principals and options for purchasing ergonomic equipment, and working with the safety team to enhance your agency's safety and health program.

**Who should attend:** Agency Procurement Officers, Safety Officers, HR and Workers' Compensation Representatives

June 13      8:30am – 11:30am   Richmond – PDS Training Center  
August 29    8:30am – 11:30am   Staunton – Western State Hospital

## **CREATING OPPORTUNITY: RETURN TO WORK ISSUES AND DISABILITY RESOURCES**

When an employee sustains an injury or illness, agencies begin the process of returning the employee to work in a safe, timely manner. This course will explore several case studies that will allow the participants to gain creative ideas in the arena of return-to-work. In addition, the participants will work in groups to create transitional duty assignments for mock injured employees who have positions similar to the ones within their agency. The program will conclude with ways to enhance an agency's return-to-work program, how to work with the medical community, how to analyze your program's successes, and how to include non-occupational injuries in your program.

**Who should attend:** This workshop is designed for anyone in your agency that is involved in working on your return-to-work program including but not limited to: HR Managers and Staff; Safety and Risk Managers; Safety and Health Coordinators, VSDP and Workers' Compensation Representatives

April 16      8:30am – 11:30am   Staunton – Frontier Culture Museum  
October 1    8:30am – 11:30am   Richmond – PDS Training Center

## **ERGONOMICS IN THE WORKPLACE**

This three-hour course is designed to assist managers, supervisors and HR representatives in understanding the basic ergonomics issues confronting employees in today's workplace setting. Attendees will gain insight in developing guidelines to help prevent employee injuries.

**Who should attend:** HR Managers & Staff; Safety & Risk Managers; Supervisors & Managers; Safety & Health Coordinators

July 30      1:30pm – 4:30pm   Richmond – PDS Training Center

## **HOW TO DEVELOP A SAFETY PLAN**

This full day course will educate participants on policy and program development by taking them through a step-by-step system that will lead them to a finished “policy or program” product. Participants will “take away” several safety policy templates to use within their own agency.

**Who should attend:** HR Managers and Staff; Safety and Risk Managers; Safety and Health Coordinators

July 11	1:30pm – 4:30pm	Virginia Beach – Dept of Agriculture
November 14	1:30pm – 4:30pm	Richmond – PDS Training Center
December 12	1:30pm – 4:30pm	Staunton – Western State Hospital

## **INTRO TO WORKERS’ COMPENSATION: NEW WORKERS’ COMPENSATION REPRESENTATIVE ORIENTATION**

This full day course is designed to provide all the basics necessary for an agency to handle their Workers’ Compensation claims. Time will be spent discussing policies and laws that impact how an agency administers their program. Topics include Workers’ Compensation leave policies, Workers’ Compensation Act, FMLA and Workers’ Compensation, coordination of benefits and leave with the VSDP program. Time will be available to meet staff responsible for your agency’s claims administration.

**Who should attend:** HR Managers and Staff; Workers’ Compensation Coordinators

March 21	8:30am – 4:30pm	Richmond – PDS Training Center
June 20	8:30am – 4:30pm	Richmond – PDS Training Center
September 19	8:30am – 4:30pm	Richmond – PDS Training Center
December 10	8:30am – 4:30pm	Richmond – PDS Training Center

## **NEW SAFETY OFFICER TRAINING**

This full day course is designed to provide all the basic skill training needed by agency personnel newly assigned to the duties of Agency Safety Officer. Topics included will be the basics of safety, an introduction to the OSHA Act and how it affects state agencies, how to set priorities and goals using trend analysis, conducting safety audits, and accident investigations.

**Who should attend:** Newly appointed Safety Officers, Safety Officers that want to increase their knowledge, and supervisors of Safety Officers, as well as any agency representative with responsibility for safety.

April 25	8:30am – 4:30pm	Staunton – Frontier Culture Museum
July 25	8:30am – 4:30pm	Richmond – PDS Training Center
December 5	8:30am – 4:30pm	Virginia Beach – Dept of Agriculture

### **OSHA GENERAL INDUSTRY OUTREACH-30 HOUR**

This course is based upon a national curriculum developed by the US Department of Labor – OSHA and specially adapted for the needs of employees of the Commonwealth of Virginia. It is a 30-hour course that will be offered over a 4 ½ day period. Emphasis will be placed on learning how to read, understand, and implement OSHA requirements at the agency level. Topics range from a discussion of how the Virginia OSHA program (VOSH) regulates state agencies to technical topics of interest in a variety of work situations. Attendees will also receive a copy of the OSHA General Industry Standards.

**Who should attend:** Safety Managers; Industrial Hygienists; Safety and Health Coordinators; HR Managers and Staff

May 6 – May 10	8:30am – 4:30pm M-Th; End 12:00 Noon F	Virginia Beach – Dept of Agriculture
Aug 5 – Aug 9	8:30am – 4:30pm M-Th; End 12:00 Noon F	Staunton – Western State Hospital
Oct 7 – Oct 11	8:30am – 4:30pm M-Th; End 12:00 Noon F	Woodbridge - Dept of Environmental Quality

### **OSHA PROGRAM DEVELOPMENT**

This session, taught by the Department of Labor and Industry, is designed to provide an overview of the key components of written programs and policies required by the Virginia OSHA General Industry Standards. Topics include bloodborne pathogen program, confined space entry program, emergency action and fire prevention plans, fire extinguisher program, hazard communication program, hearing conservation program, lockout-tagout program, personal protective equipment and respirator protection program.

**Who should attend:** Safety Managers; Safety and Health Coordinators; HR Managers and Staff

March 13	8:30am – 11:30am	Richmond – PDS Training Center
March 28	8:30am – 11:30am	Virginia Beach – Dept of Environmental Quality
June 11	1:30am – 4:30pm	Richmond – PDS Training Center

### **OSHA REPORTING AND RECORDKEEPING UPDATE**

NEW STANDARDS ARE IN PLACE JANUARY 1, 2002. ARE YOU READY? This half-day course is designed for agency representatives who have the responsibility of recording injuries and illnesses on the Occupational Safety and Health Administration's end of year summary. This course will address the latest OSHA standard update concerning the OSHA 300 log and summary.

**Who should attend:** HR Managers and Staff; Safety and Risk Managers; Safety and Health Coordinators.

January 17	8:30am – 11:30am	Staunton – Frontier Culture Museum
January 22	8:30am – 11:30am	Virginia Beach – Dept of Agriculture
January 31	1:30pm – 4:30pm	Richmond – PDS Training Center

### **RETURN TO WORK DISABILITY MANAGEMENT**

This workshop will discuss the definition of disability management and introduce the benefits of having a comprehensive return-to-work program. The course will explore the philosophy of return-to-work along with the goals of having a return-to-work program. We will review what is happening around the country with regards to disability management. This session will include reviewing a video on return-to-work from an employee's perspective. In conclusion, we will discuss communicating with all involved parties and thinking out of the box for transitional duty assignments.

**Who should attend:** This workshop is designed for supervisors, Human Resource Professionals, and any other state employee that is involved in managing disability within your agency.

August 13	1:30pm – 4:30pm	Richmond – PDS Training Center
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### **RISK CONTROL STRATEGIES AND DATA ANALYSIS**

This class is designed to help you analyze past Workers' Compensation claims to determine trends and possible loss cause factors. The class will discuss where to get data, how to organize it, and how to analyze it for meaningful information. Data analysis will help you identify potential risk control strategies to reduce the frequency or severity of worker injuries.

**Who should attend:** HR Managers and Staff; Safety and Risk Managers; Safety Officers, and Workers' Compensation Coordinators.

May 21	1:30pm – 4:30pm	Staunton – Western State Hospital
June 25	8:30am – 11:30am	Richmond – PDS Training Center

### **SAFETY TRAINING METHODS: TRAIN THE TRAINER**

This day-long course is designed for agency representatives that have responsibility for occupational safety and health training for employees. The course will start by reviewing training requirements found in the OSHA standards and discussing how to determine if these or other training is needed. Other topics will include: adult learning theory, developing learning activities, conducting and evaluating the effectiveness of safety training.

**Who should attend:** HR Managers and Training Staff; Safety and Risk Managers; Safety and Health Coordinators and Safety Trainers.

March 14	8:30am – 4:30pm	Staunton – Western State Hospital
May 16	8:30am – 4:30pm	Richmond – PDS Training Center
October 24	8:30am – 4:30pm	Virginia Beach – Dept of Agriculture

### **TELECOMMUTING AND RISK CONTROL FOR MANAGERS**

In this half-day course, we'll study the potential risks to the agency when employees are working from home offices. This is a new area of development for both OSHA and Workers' Compensation. We'll examine the current state of the law and regulatory practices regarding the issue.

**Who should attend:** HR Managers; Safety and Risk Managers; Agency Supervisors and Managers; Workers' Compensation, Safety and Health Coordinators

February 14	8:30am – 11:30am	Virginia Beach – Central Library
March 19	8:30am – 11:30am	Staunton – Western State Hospital
April 11	8:30am – 11:30am	Richmond – PDS Training Center

### **VSDP/WORKERS' COMPENSATION BASICS**

This course is designed to go over the basic benefits provided under VSDP and Workers' Compensation. Topics covered will include VSDP and WORKERS' COMPENSATION coverage, benefits, overlaps, calculations, programs communication requirements, the roles and responsibilities of the employee, human resource departments, VSDP, and Workers' Compensation.

**Who should attend:** HR Professionals - Executive to Supervisory level; Experienced Trainers, Workers' Compensation representatives, Payroll Managers and Staff.

November 19	1:30pm – 4:30pm	Richmond – PDS Training Center
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### **WORKPLACE VIOLENCE: ORGANIZATIONAL RISK ASSESSMENT AND PLANNING**

A day-long class that focuses on how to conduct workplace violence risk assessments at the agency level. The most recent data and state-of-the-practice for the control of workplace violence will be reviewed. Attendees will leave with information on how to prioritize, develop and implement workplace violence control and crisis management plans for their own agency.



**Who should attend:** HR Managers and Staff; Safety and Risk Managers; Safety and Health Coordinators, Workers' Compensation Coordinators.

February 5	8:30am – 4:30pm	Richmond – PDS Training Center
February 28	8:30am – 4:30pm	Staunton – Western State Hospital
March 5	8:30am – 4:30pm	Blacksburg – Virginia Tech University
April 16	8:30am – 4:30pm	Virginia Beach – Central Library
June 27	8:30am – 4:30pm	Fredericksburg – Mary Washington College

## 2001 Course Schedule

2001 Course Title	Date	Time	Location
OSHA Recordkeeping	Thursday January 18	8:30-4:30	Richmond
Developing Emergency Action Plans	Thursday January 25	8:30- 11:30	Richmond
<b>OSHA 10 Hour</b>	Tues. Feb. 6- Wed. Feb 7	8:30-4:30 8:30- 11:30	Richmond
Powered Industrial Trucks – Train the Trainer	Thursday February 15	8:30-4:30	Richmond
Developing Emergency Action Plans	Thursday February 22	8:30- 11:30	Virginia Beach
8 hour Bloodborne Pathogen-- Train the Trainer 2 hours Managing/Controlling Cuts and Lacerations; 3 hours on Managing Your Safety Program Effectively; 1 hour Accident Investigation); Defensive Driver Training—Train the Trainer Program	Tues. Feb.27 – March 1	Feb. 27: 800– 5:00 Feb. 28 8:00 – 2:00 2-5 3/1 8:00-5:00 8 hours	Twin Lakes State Parks
Utilizing Job Safety Analysis	Thursday March 15	8:30-4:30	Williamsburg
Accident Investigation	Thursday March 22	8:30- 11:30	Richmond
Telecommuting and Risk Control for Managers	Thursday April 19	8:30- 12:00	Virginia Beach
Creating a Safety Culture for Mangers	Thursday April 19	1:00-4:30	Virginia Beach

Telecommuting and Risk Control for Managers	Thursday April 26	8:30-11:30	Richmond
<b>OSHA 30 Hour</b>	Mon.-Thurs. Friday May. 7-11	8:30-4:30 8:30-noon	Virginia Beach
Hands on Ergonomics	Thursday May 17	8:30-4:30	Richmond
Telecommuting Risk Control for Managers	Thursday May 24	8:30-11:30	Fairfax
Accident Investigation	Thursday June 14	8:30-11:30	Roanoke
Creating a Safety Culture for Managers	Thursday June 21	8:30-11:30	Richmond
<b>OSHA 30 Hour –</b>	Mon.-Thurs. Friday July, 9-13	8:30-4:30 8:30-noon	Charlottesville
<b>Workplace Violence</b>	<b>Thursday July, 19</b>	<b>8:30-4:30</b>	<b>Richmond</b>
<b>Workplace Violence Awareness—Train the Trainer</b>	<b>July 24</b>	<b>8:30-4:30</b>	<b>Richmond</b>
Developing an Emergency Action Plan	Thursday July 26	8:30-11:30	Roanoke
Hands on Ergonomics	Thursday August 16	8:30-4:30	Staunton
Telecommuting and Risk Control for Managers	Thursday August 23	8:30-11:30	Richmond
Workplace Violence Train the Trainer	Thursday September 13	8:30-4:30	Staunton
Back Injury Prevention	Thursday September	8:30-11:30	Richmond

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Second quarter...			
<b>OSHA 30 Hour – open</b>	Mon.-Thurs. Friday Oct. 1-5	8:30-4:30 8:30- noon	Richmond
Bloodborne Pathogens: Train the Trainer	Thursday October 18	8:30-4:30	Fairfax
Controlling slips, trips & falls	Thursday October 25	8:30- 11:30	Richmond
Bloodborne Pathogens: Train the Trainer	Thursday November 8	8:30-4:30	Virginia Beach
Accident Investigation	Thursday November 15	8:30- 11:30	Fredericksburg
OSHA Recordkeeping	Thursday December 6	8:30-4:30	Richmond
Controlling slips, trips, and falls	Tuesday December 13	8:30- 11:30	Harrisonburg

2001 - 2003

"Special " Loss Control Training

## **2001**

2/27 and 2/28/01: Department of Conservation and Recreation Site Safety Officer Meeting

Bloodborne Pathogens: Train the Trainer  
Managing/Controlling Your Cuts/Lacerations Injuries  
Managing Your Safety Program Effectively  
Accident Investigation

3/01: Department of Alcoholic Beverage Control  
Setting Up an Effective Safety Committee

3/30/01: MARCUMS Spring 2001 Postal Conference  
Ergonomics in the Workplace

5/16/01: Department of Planning and Budget  
Ergonomics in the Workplace (3 sessions)

8/01 - 9/01: Department of Human Resource Management  
Ergonomics in the Workplace

11/14/01: Business Best Practices: Emergency Planning Management

11/16/01: Business Best Practices: Emergency Planning Management

11/27/01: Business Best Practices: Emergency Planning Management

11/28 - 11/30/01: DHRM - Human Resource Leadership Conference  
Ergonomics in the Workplace  
VSDP and Workers' Compensation  
OSHA Recordkeeping  
Workplace Violence and You  
Surfing for Safety (Internet Safety Resources)  
The "Taking Control" Process of Disability Management  
Telecommuting and Risk Control

## **2002**

1/11/02: State Corporation Commission  
Workplace Violence Awareness (39 attended)

2/21/02: Department of Conservation and Recreation Site Safety Officer Meeting

OSHA Recordkeeping Update  
Fire Emergency Planning  
Confined Space Awareness

5/29/02: Safety Day (175 attended)

A Safety Success Story: Voluntary Protection Programs  
Best Practices: EO 52 Analysis  
Detectives on Duty – The Dos and Don'ts of Accident Investigation  
Emergency! Are You Ready? Testing and Evaluating Your Emergency  
Action Plans  
G2 Weblink: You've Got Reports!  
Need Help? Ask the Experts  
\$afety = \$avings: Getting Buy-in from Your Internal Customers  
Show Me the Money! Safety Funding Strategies

6/11/02: Virginia Workers' Compensation Commission  
Office Ergonomics (160 attended)

6/19 - 6/21/02: Virginia Occupational Safety and Health Conference  
Fire Safety (2 sessions; 110 attended)  
Highway Incident Safety (20 attended)

7/15 - 7/16/02: Southwest Va Mental Health Institute  
Supervisor Safety Training (25 attended)

7/23 - 7/24/02: City of Salem  
Workplace Violence Prevention Training (200 attended)

8/16/02: Southside Community College  
Workplace Violence Prevention Training (35 attended)

9/12/02: Department of Corrections Quarterly Safety Officer Meeting  
Accident Investigation (30 attended)  
Emergency Planning & Disaster Recovery Overview (30 attended)

9/26/02: Department of Taxation  
Material Handling (27 attended)

11/20/02: Buckingham Correctional Center  
Confined Space Awareness Training (22 attended)

11/21/02: Old Dominion University  
Material Handling (25 attended)  
Housekeeping Safety (25 attended)

12/16/02: OSHA Recordkeeping Update (by videoconference; 78 attended)

**2003**

- 1/3/03: J. Sargeant Reynolds Community College Professional Development Day  
Workplace Safety (8 attended)
- 1/7/03: State Procurement Forum  
Buying into Safety (2 sessions; 40 attended)

**Companies Represented at  
Optional Pre-proposal Conference  
For the RFP# OWC03-1  
Workers' Compensation Claims  
Administration & Cost Containment Services  
Held 2/10/2003 @ 9:00 a.m.**

Concentra  
CorVel Corporation  
DuPont Safety Resources  
GAB Robins North America, Inc.  
Gates McDonald  
Key Risk Management Services, Inc.  
Managed Care Innovations L.L.C.  
West Virginia Medical Institute